

# PERSONNEL COMMITTEE

4<sup>TH</sup> SEPTEMBER 2017

## REPORT OF THE HEAD OF CORPORATE STRATEGY AND DEMOCRATIC SERVICES

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### **Purpose of Report**

1. To note the changes to the democratic services functions, as approved by the Democratic Services Committee
2. To authorise changes to the establishment of the Corporate Strategy and Democratic Services Department

### **Background**

The requirement to find further budget savings, coupled with changes needed to provide adequate support to the new administration and the need to respond to legislative demands requires an adjustment to the staffing structures within the Corporate Strategy and Democratic Services Department.

Additionally, management responsibility for supporting the Area Planning Board and lead responsibility for substance misuse has been transferred from the Head of Commissioning Support and Direct Services (Social Services, Health and Housing Directorate) to the Head of Corporate Strategy and Democratic Services. Personnel Committee has already received and considered the report from the Director of Social Services, Health and Housing which discussed the changes to management arrangements within the Directorate (24<sup>th</sup> July 2017). This report deals with the consequential changes to the structure for Corporate Strategy and Democratic Services.

Matters related to the staffing of Democratic Services functions fall within the purview of the Democratic Services Committee and Council, not the Personnel Committee. However, for completeness the changes that were discussed and endorsed at the Democratic Services Committee on 27<sup>th</sup> July 2017 are included for completeness.

## **Changes Proposed**

There are six sections within the Department. Establishment changes set out in this report are as follows:

### **1. Corporate Strategy**

Support for the Public Services Board has impacted significantly on the workload of this section. Over the next twelve months, there is a great deal of work to do to develop the Well-being Plan for the PSB. Additionally, there is considerable work to do to finalise the Compliance Notice with the Welsh Language Commissioner and to ensure the Council is implementing the agreed standards.

Alongside these areas of work, the Council has procured a new system to underpin its performance management arrangements.

**Proposal** - In order to ensure that workloads are more effectively balanced within the section, it is proposed to adjust the reporting lines of staff within the section bringing the Older Persons Strategy Development Officer and Research and Analysis Technician within the line management of the Corporate Strategy and Performance Manager. This will free up capacity in the head of section to concentrate on the Public Services Board and Welsh Language programmes.

#### **Financial Appraisal:**

There are no financial impacts from this proposal.

### **2. Communications and Digital Services**

There are significant additional demands being placed on the section which outstrip the available capacity. These additional demands arise from:

- a continued trend towards on-line content, requiring a permanent adjustment to the way in which the Council delivers its public relations activities;
- an increase in the number of major projects included within the Council's capital programme which have a consequential impact on the amount of communications support required

(eg the delivery of the 21<sup>st</sup> Century Schools programme);

- the need to adhere to the Welsh Language Standards which requires all public information to be available in Welsh and English, including social media posts; and
- the need to provided dedicated community relations support for developments at Pantteg.

**Proposal** - It is proposed to create temporary additional support for the Communications Team as follows:

- i. **1 Business Partner (Resilience)** – this would be a dedicated resource to deal specifically with community relations support for the Pantteg area for a period of 12 months;
- ii. **1 Business Partner (Environment)** – this would be an additional resource to support the increase in major projects identified within the Capital Programme for a fixed period of 18 months;
- iii. **1 Media Content Officer** – to provide additional capacity as the communications team transitions from supporting a traditional media/community relations function to a model that embraces the demand for a greater digital presence, whilst also providing additional capacity to communicate through the medium of Welsh; and
- iv. **1 Modern Apprentice (extension of an existing post)** – to also support the transition in the model of service provided by the communications team referred to above for a period of 18 months.

## Financial Appraisal:

Post	Change	FTE	Grade	Current Cost	New Cost
Business Partner – Pantteg	Create – 12 months	1	8	nil	£37,560
Business Partner – projects	Create – 18 months	1	8	nil	£56,340
Media Content Officer	Create	1	3	nil	£22,747
Modern Apprentice	Extend 18 months	1	1	£15,871	£28,567
Total (Saving)/Cost					£145,214
Funded by: Additional corporate budget allocation – business partners £93,900 Virement from Welsh Language Budget – Media Content Officer £22,747 Modern Apprentice – Contribution from Specific Reserve £28,567 Total £145,214					

### 3. Customer Services

In the next twelve months, the Council will be replacing the technology that underpins the Contact Centre and the voice systems. The new technologies have the potential to open up different ways of dealing with customers and it is important we take full advantage of that. In addition to the new contact technologies, the Welsh Language Standards have had an impact on callers who wish to be dealt with through the medium of Welsh. In order to deal with the increase in such calls, it is important we can sustain sufficient Welsh speakers across Customer Services.

Customer Services also oversees the operation of the Council's CCTV service. Following complaints of anti-social behaviour in areas where the public space CCTV service operates, it is

necessary to ensure that the service is more integrated with wider community safety activities.

### **Proposal:**

It is proposed to expand project management capacity within the Service by re-designating one of the One Stop Shop Team Leader posts as a Project Co-ordinator at the same grade. In order to maintain enough management capacity to cover team leader absences (annual leave etc) the Project Co-ordinator would also provide cover for the two remaining team leaders. To ensure there is sufficient capacity within the Service to deal with enquiries in both Welsh and English, there is proposed to be an adjustment of Customer Services officers. 7.08 FTE customer services officers to be principally based in the One Stop Shops at Grade 5; 5.81 FTE customer services officers to be principally based in the Contact Centre on Grade 4; 5.21 FTE customer services officers to be inter-changeable between the one stop shops and Contact Centre.

In so far as CCTV is concerned, it is proposed to designate one of the CCTV Controller posts as a Senior CCTV Controller on Grade 4 (0.66FTE). This would provide additional capacity to deal with changes to rostering arrangements as well as providing capacity for the Service to engage with wider Community Safety activities, such as attending Business Crime Reduction Partnership meetings.

### **Financial Appraisal:**

Post	Change	FTE	Grade	Current Cost	New Cost
Team Leader OSS	Delete	0.86	8	£36,102	NIL
Project Co-ordinator	Create	0.86	8	NIL	£36,102
Senior CCTV Operator	Create	0.66	4	NIL	£20,225
CCTV Operator	Delete	0.66	3	£19,803	NIL
Total (Saving)/Cost				(£55,905)	£56,327

Total		£422
<b>Funded by:</b>		
Project Co-ordinator – base budget - no additional cost		
Senior CCTV Operator – base budget (vacant hours) £422		
Total £422		

#### 4. Regional Substance Misuse Team

As a consequence of the Director of Social Services, Health and Housing's report to Personnel Committee on July 24<sup>th</sup> 2017, responsibility for the Regional Substance Misuse Team has transferred from the Head of Commissioning Support and Direct Services to the Head of Corporate Strategy and Democratic Services. The Personnel Committee is therefore asked to formally approve the change in line management responsibility for this service.

#### Financial Appraisal:

There are no financial impacts from this proposal.

#### 5. Electoral and Democratic Services

The Democratic Services Committee, at its meeting on 27<sup>th</sup> July 2017, endorsed changes to the democratic services staffing structure, as advised by the Head of Democratic Services. The Local Government (Wales) Measure 2011 (s11) assigns responsibility for reviewing staffing resources available to support democratic services functions to the Democratic Services Committee of the Council. Personnel Committee is asked to note the changes.

Post	Change	FTE	Grade	Current Cost	New Cost
Leader's PA	Delete	1	7	£37,560	NIL
Leader's PA	Create	1	5	NIL	£26,044
Scrutiny Officer	Reduce Hours	0.66	7	£37,980	£25,067
Business Support Officer	Delete	1	5	£21,899	NIL

Democratic Services – Admin Officer	Delete	1	5	£26,044	NIL
Democratic Services Assistant	Create	1	3	NIL	£20,979
Executive Officer	Create	1	8	NIL	£34,262
Total (Saving)/Cost				(£123,483)	£106,352
Total				(£17,131)	
Funded by: Base budget (£17,131)					

## 6. Community Safety

New duties introduced by the Violence Against Women, Domestic Abuse and Sexual Violence (Wales) Act 2014, the Count-Terrorism and Security Act 2015 and the Welsh Government's Community Cohesion Policy have placed significant new responsibilities on the manager of the Community Safety Team. Consequently, the role has been reviewed and revised.

### Proposal:

Delete the role of Community Safety Manager (Grade 10) and create an alternative role of Principal Officer, Community Safety (Grade 11).

Post	Change	FTE	Grade	Current Cost	New Cost
Community Safety Manager	Delete	1	10	£52,357	NIL
PO Community Safety	Create	1	11	NIL	£53,650
Total (Saving)/Cost				(£52,357)	£53,650
Total					£1,293
Funded by: Vacant hours in structure – base budget £1,293					

## **Consultation**

All staff directly affected by these proposals and their trade union representatives have been consulted about these changes and there is no objection to these proposals being progressed.

## **Financial Appraisal**

The financial impact of each set of proposals is set out within the body of this report.

## **Recommended**

1. That Personnel Committee approves the changes set out above in relation to the following sections of the department:
  - Corporate Strategy
  - Communications and Digital Services
  - Customer Services
  - Regional Substance Misuse Team
  - Community Safety
  
2. That Personnel Committee notes the changes endorsed by the Democratic Services Committee in relation to Electoral and Democratic Services.

## **Officer Reporting:**

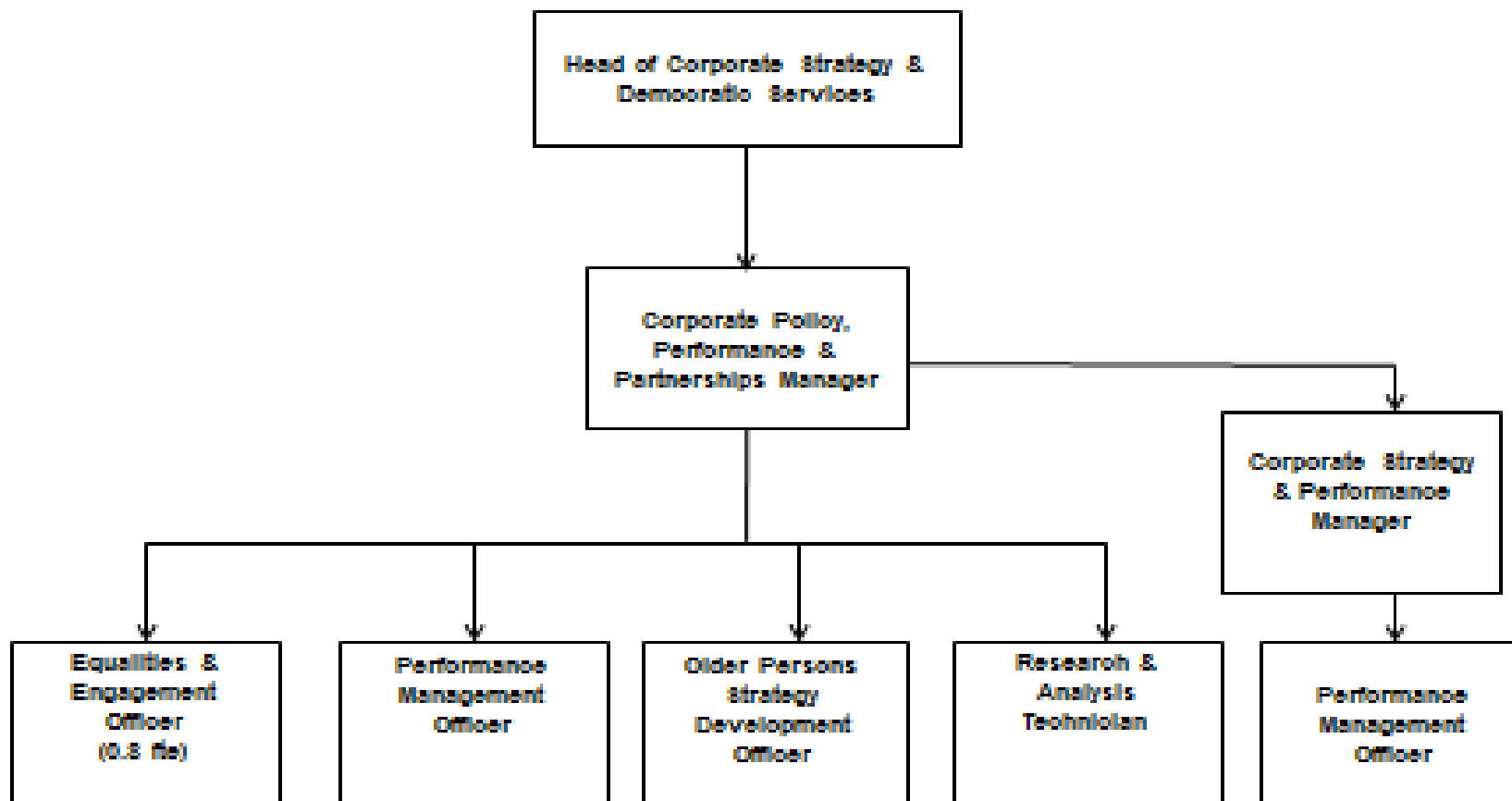
Mrs Karen Jones, Head of Corporate Strategy and Democratic Services,  
[Tel:01629 763284](tel:01629763284) or e-mail: [k.jones3@npt.gov.uk](mailto:k.jones3@npt.gov.uk)

## **Appendices:**

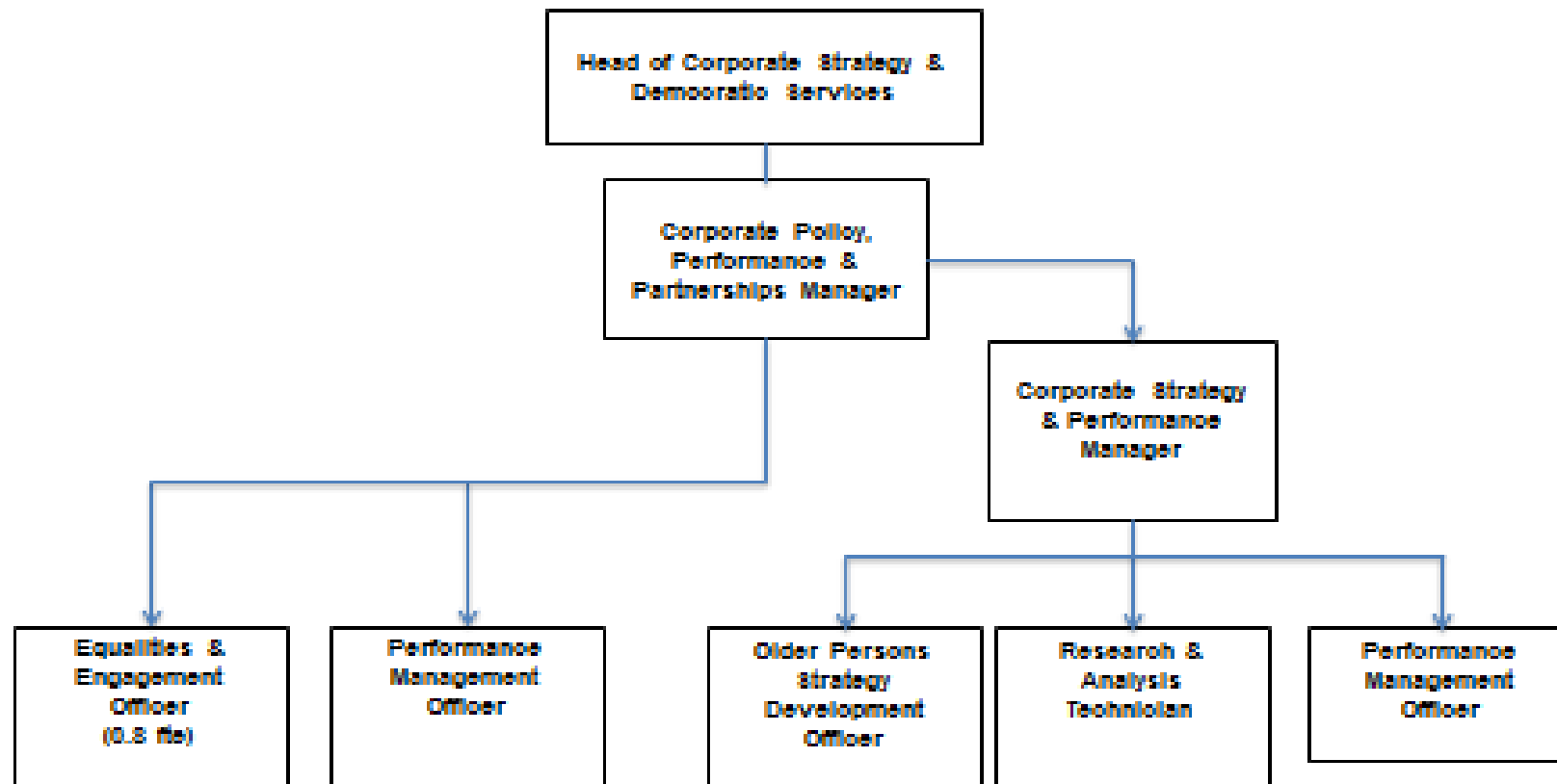
Current and proposed structure charts.



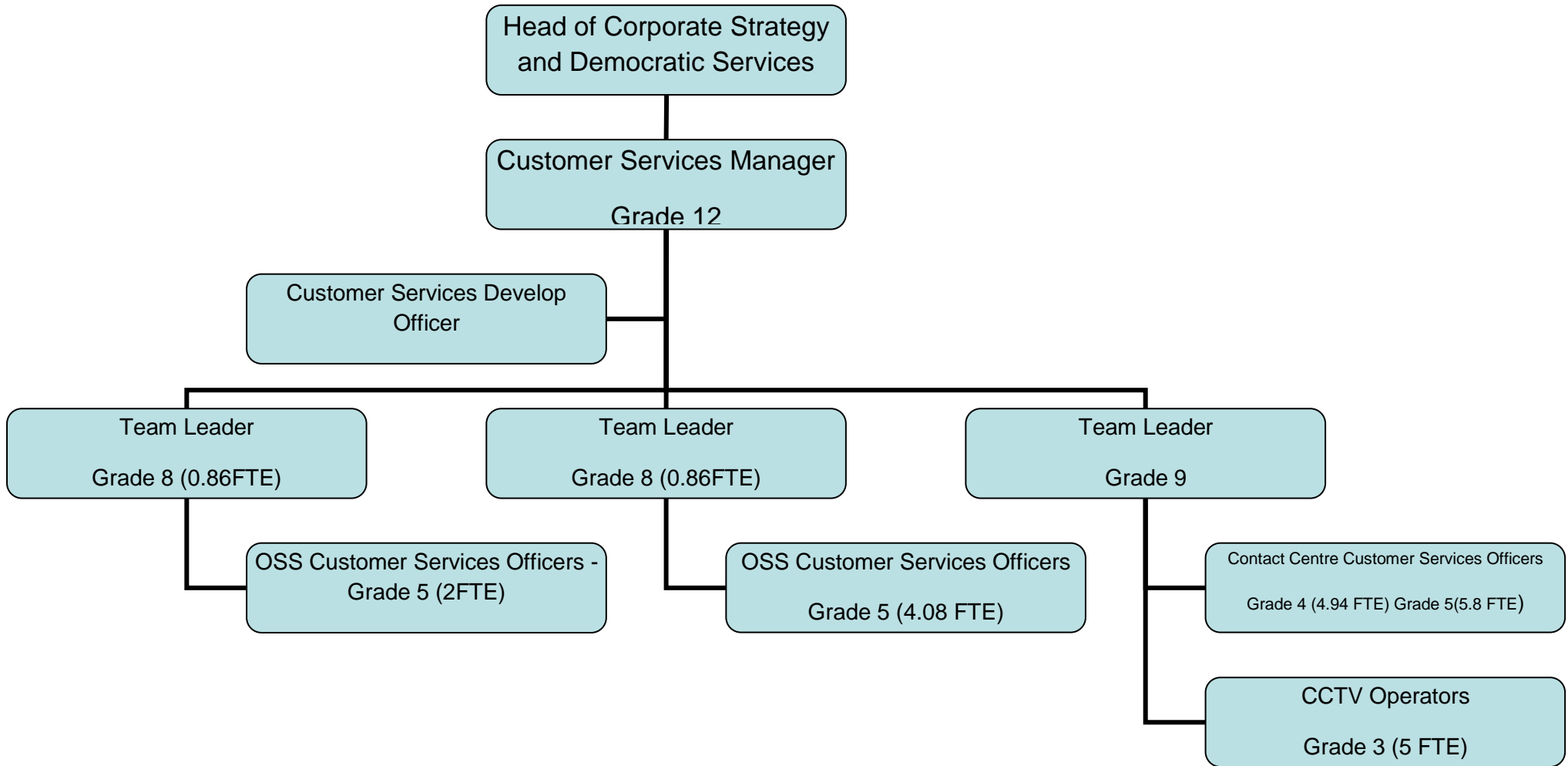
# Corporate Strategy – Structure (current)



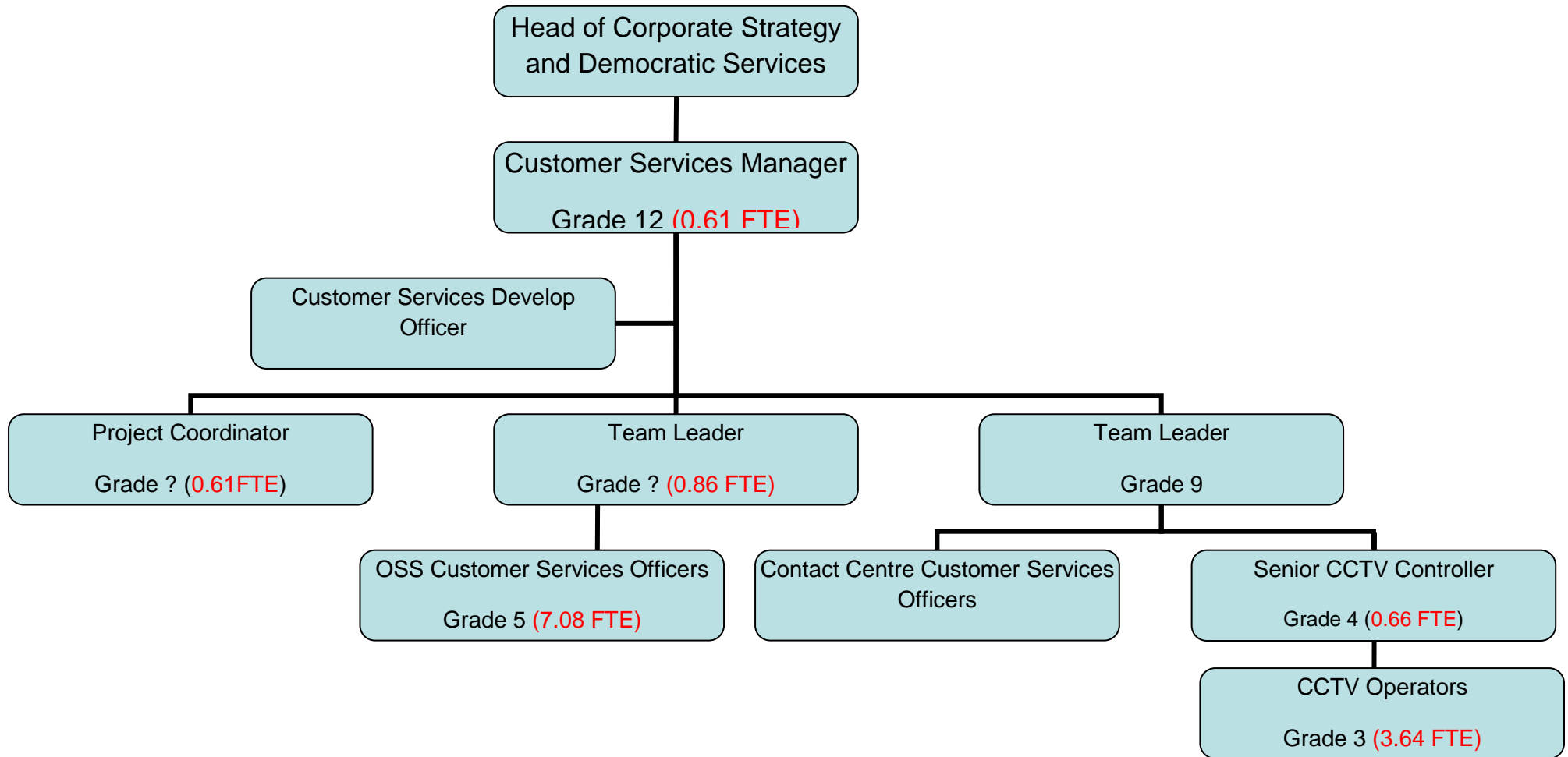
# Corporate Strategy – Structure (proposed)



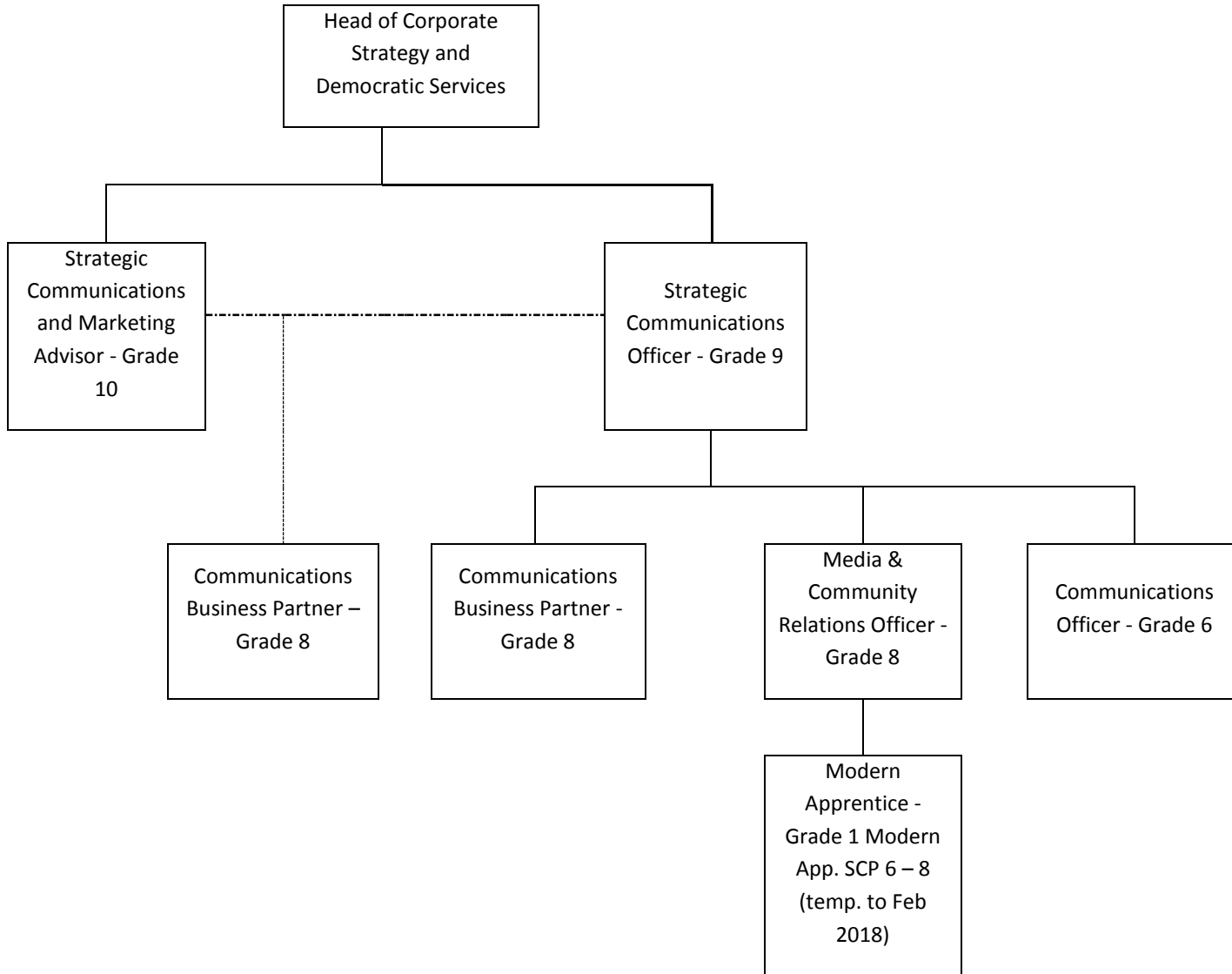
**Customer Services and CCTV 2017/18 (Current)**



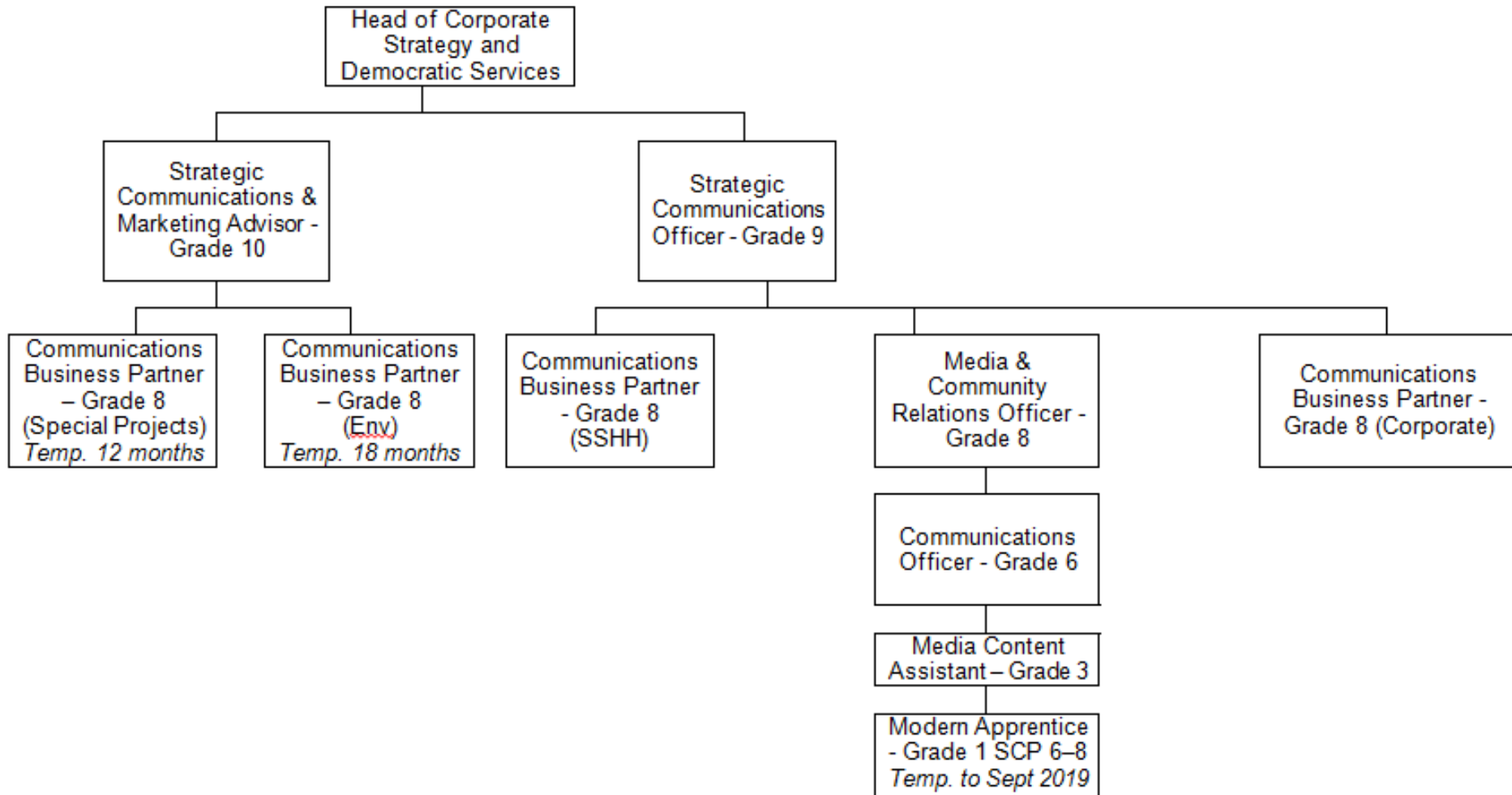
## Customer Services and CCTV 2017/18 (proposed)



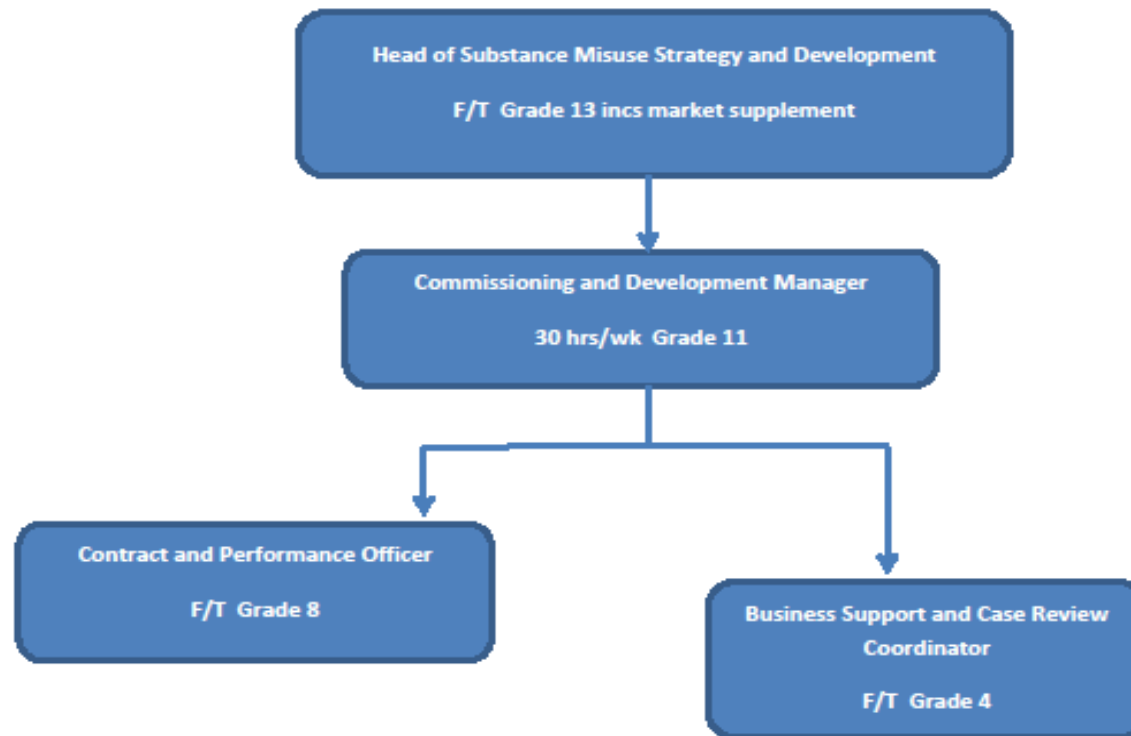
**Communications Structure Current**



## Proposed Communications Structure



**Western Bay Area Planning Board Regional Team Structure – This Structure now to report to the Head of Corporate Strategy and Democratic Services  
(previously reported to the Head of Commissioning Support and Direct Services)**



# Proposed Electoral and Democratic Services

